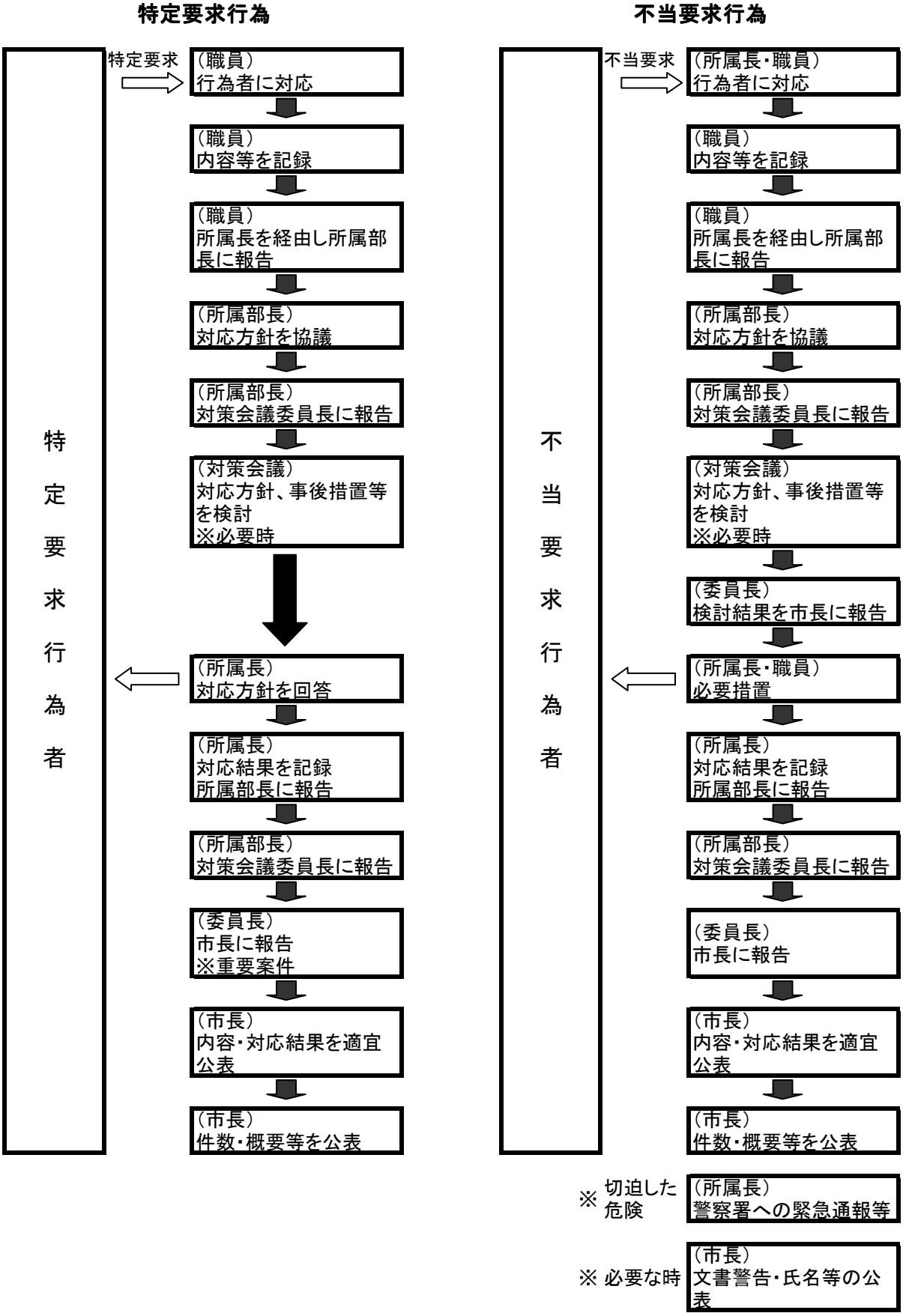● 特定要求行為・不当要求行為に係るフローチャート